



California Department of Veterans Affairs



## AMERICANS WITH DISABILITIES COMPLIANCE NOTICE

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the California Department of Veterans Affairs (CDVA) will not discriminate against individuals with disabilities on the basis of their disability in its programs, services, or activities.

**Employment:** CDVA does not discriminate on the basis of disability in its hiring or employment practices and complies with all federal and state laws. CDVA has a separate Equal Employment Opportunity Policy and Discrimination Complaint Procedures which govern employment and complaints of disability discrimination.

**Effective Communication:** CDVA will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in CDVA's programs, services, and activities; including qualified sign language interpreters, documents in Braille and other means of making information and communication accessible to people who have speech, hearing, and/or vision impairments.

**Modifications to Policies and Procedures:** CDVA will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcome at all CDVA facilities, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service or activity of CDVA, should contact **Sue Rose-Wilson, ADA Coordinator**, at (916) 657-0091 or via email at [eeo@cdva.ca.gov](mailto:eeo@cdva.ca.gov) within 10 days before the scheduled event or need. CDVA will not place a surcharge on individuals requesting auxiliary aids/services or reasonable modifications to policy that is not also extended to persons without disabilities.

The ADA does not require CDVA to take any action that would fundamentally alter the nature of its programs or services or impose an undue hardship.

Complaints alleging that a program, service, or activity at CDVA is not accessible to persons with disabilities should be directed to **Sue Rose-Wilson, ADA Coordinator**, at (916) 657-0091 or via email at [eeo@cdva.ca.gov](mailto:eeo@cdva.ca.gov).

**ALTERNATIVE FORMATS:** In accordance with the California Government Code and ADA requirements, this document can be made available in Braille, large print, compact disk, or audiocassette as a disability-related reasonable accommodation for individuals with disabilities. Please contact **Sue Rose-Wilson, ADA Coordinator**, with your specific request at (916) 657-0091 or California Relay Service "711" or via email at [eeo@cdva.ca.gov](mailto:eeo@cdva.ca.gov).